Retail Market System Development Plan 2026 - 2030

Consultation
Date: 24th August 2026
DOC-160726-IMV

Contents

History of Change

Version Number	Date	Status
1.0	24th August	Consultation

Glossary of Abbreviations

AMI	Advanced Metering Infrastructure
CAP	Climate Action Plan
CRU	Commission for Regulation of Utilities
DSO	Distribution System Operator
DMSO	Distribution Markets and System Operation
EMMA	Electricity Market Message Application
IGG	Industry Governance Group
MEC	Maximum Export Capacity
MDR	Market Discussion Request
MCR	Market Change Request
MOIP	Market Opening IT Project
NSMP	National Smart Metering Programme
NEDS	National Energy Demand Strategy
PR6	Price Review 6 (2026 -2030)
QH	Quarter Hour
RMDS	Retail Market Design Service
SoLR	Supplier of Last Resort
SEMO	Single Electricity Market Operator
TSO	Transmission System Operator

1. Introduction

Licence condition 35 of the Distribution System Operator (DSO) Licence requires that

'The Licensee shall prepare and submit to the Commission for approval a plan to be known and referred to as the Retail Market System Development Plan, for the development of the retail market systems over the following five calendar years'.

This plan sets out ESB Networks' five-year development of the retail market systems, in accordance with the DSO licence and obligations as Distribution System Operator (DSO). It outlines the direction required to maintain robust market operations while enabling the transformation of the retail market systems over the 2026–2030 period.

The focus of this plan is twofold; firstly, it aims to ensure the continued reliability, resilience and ongoing operation of existing retail market systems that serve Market Participants and over 2.5 million customers. Secondly, it captures the known future initiatives to support the transformation and reform required for future retail market systems shaped by changing customer needs and the transition to a low-carbon energy system.

The Retail Market System Development Plan is informed by ESB Networks understanding of known and anticipated initiatives and associated delivery timelines at this juncture. The inclusion of initiatives within this plan resulting from evolving European and national policies and legislation are dependent on confirmed decisions/regulatory direction as well as firm timelines for delivery. In the absence of these decisions, direction and firm timelines, these initiatives are not included in the high-level plans set out herein. Examples of this are energy sharing and multiple supply contracts. The requirements to introduce energy sharing and multiple supply contracts were set out in the EU Directive (2024/1711) published in June 2024, however the directive has yet to be transposed into Irish legislation.

Future initiatives are being developed in response to evolving European and national policies and legislation including the CRU National Energy Demand Strategy (NEDS)[1], the National Climate Action Plan (CAP)[2], the Clean Export Guarantee (CEG)[3] and EU measures under the Electricity Market Directive (2019/944)[4] including energy sharing and multiple supply contracts.

To ensure this plan remains adaptable and reflective of legislative or policy decisions and or directions that evolve over time, updates will be incorporated via an annual review of this plan in conjunction with the scope for including initiatives (detailed in Section 3 of this plan), and on the progression of legislative or policy decisions and/or directions and associated firm timelines for delivery. For example, in January 2026, the CRU published a Call for Evidence on the Conceptual Design for Energy Sharing and Multiple Supply Contracts[5] and it is anticipated that the CRU will undertake further consultation in this area. ESB Networks will continue to monitor developments closely and assess any resulting impacts on retail market design.

1 *The National Energy Demand Strategy*
2 *Climate Action Plan*
3 *CEG - Micro-generation*
4 *Directive - 2019/944 - EN - EUR-Lex*
5 *CRU2025261-Conceptual Design Paper Energy Sharing and Multiple Supply Contracts(1).pdf*

The ESB Networks DMSO Blueprint and Roadmaps[1] published in 2025, sets out the organisation's long-term vision and guiding framework for the evolution of the distribution network over the coming decade. The DMSO Blueprint and Roadmaps offer useful context for the regulatory landscape and includes the Smart+ Retail Roadmap, which is of most relevance to the retail market. Relevant initiatives relating to the retail market within the Smart+ Retail Roadmap include enduring microgeneration, energy sharing, multiple supply contracts as well as context on enabling IT changes such as the S/4 HANA Utilities upgrade which will support future transformation. The Blueprint also identifies developments in the evolving legislative and regulatory environment that could impact on the retail market. It is recommended to be read alongside this plan with regard to progression on these legislative and regulatory outcomes. An update to the DMSO Blueprint and Roadmap is planned and will be made available on the ESB Networks website.

ESB Networks recognises that significant transformational change and market reform will be required over the coming years. ESB Networks is committed to supporting this journey and enabling the development of an agreed, future retail market.

Further to ESB Networks' commitment in supporting retail market transformation, funding was secured through its Price Review 6 (PR6) submission[2] to enable future market initiatives arising from the Clean Energy Package, the Climate Action Plan, EU requirements, and other regulatory developments. Funding was also secured to support future market system upgrades required to maintain the ongoing operation, resilience, and sustainability of the Central Market System that underpin the retail market.

These investments include the large-scale S/4 HANA Utilities upgrade and the future upgrade of the Retail Market Messaging Solution (RMMS). Both initiatives are essential in supporting the continued operation of the retail market and are key enablers of future market reform and transformation. Further details on these initiatives are provided later within this plan.

Section 9 of this plan (Supporting Documentation) outlines the key reference materials that informed the alignment of the plan at the time of consulting upon and subsequently, upon submission of final approval to the CRU.

The information contained within this Retail Market System Development Plan is of most relevance to the CRU and Market Participants in the Irish Retail Electricity Market who will be familiar with the retail market design, as well as the governance and change management processes that support the operation and development of the retail market.

1 *ESB Networks DMSO Blueprint and Roadmaps*
2 *CRU2025207 Price Review Six - PR5 PR6 Distribution Capex Cost Assess Final Determination*

2. Current System Landscape

In 2004, ESB Networks deployed a new Central Market System to support the transition to a competitive market under the Market Opening IT Project (MOIP) in Ireland. Since then, the Central Market System has evolved through numerous Market Releases, including the National Smart Metering Programme (NSMP), which introduced smart metering data services and more recently, the enabling of the remote switching functionality for smart meters which has been in operation since early 2025. Over 2 million smart meters have now been installed in homes and businesses across Ireland following significant investment in metering, communications and market infrastructure.

ESB Networks operates and maintains the Central Market System and the Retail Market Messaging Solution, both of which play a critical role in supporting the retail electricity market. These systems enable interactions between Market Participants and ESB Networks via retail market message exchanges. In 2025, ESB Networks received approximately 2.1 million retail market messages from Market Participants and approximately 21.4 million retail market messages were issued by ESB Networks to Market Participants.

In addition, ESB Networks also operates a range of peripheral systems that support retail market operations, such as the access systems[1] and the meter data collection systems i.e. the Non-Quarter hourly meter data management systems, the Quarter Hourly meter polling system and the Advanced Metering Infrastructure (AMI). The AMI systems underpin the delivery and operation of smart metering services.

While these peripheral systems do not form part of the Central Market System, when certain essential activities such as system upgrades, maintenance or resilience activities are being undertaken, this may impact market operations, for example data provision or accessing customer information.

Today's market systems and retail market design operate on the basis of a one-to-one relationship between customers and their registered electricity suppliers, reflecting the current retail market framework. Future transformational changes will drive the need for an extensive review of the retail market design, the associated principles and subsequent system changes required to support the one-to-many relationships that customers will potentially have with existing or new types of Market Participants.

Future initiatives such as the enduring microgeneration solution, energy sharing and multiple supply contracts, amongst others, will drive these transformational changes and reform. These future initiatives will change the paradigm of how the retail market will operate, fundamentally transforming the current one-to-one relationship by creating the opportunity for customers to have multiple contracts with multiple Market Participants.

Whilst delivering significant benefits to meet customers' future needs, these transformative future initiatives, such as energy sharing and multiple supply contracts, require fundamental changes to the existing retail market design and the Central Market System. ESB Networks believes that these changes cannot be layered on top of the existing market design without introducing significant delivery risk. The future market design will therefore provide an opportunity to simplify systems and processes, creating a stable platform on which to build new services on.

1 *Access Systems means the Retail Market Participant (RMP) Extranet, the SFTS and the MPRN Enquiry Web Service.*

3. Retail Market System Development Plan Scope

The purpose of the Retail Market System Development Plan is to document the known and anticipated requirements for market system upgrades, system resilience, as well as other drivers for change arising from market releases and future initiatives which are being developed in response to evolving European and national policies and legislation.

Considering this purpose, highlighted below are guiding principles of what is in scope and out of scope for inclusion within this Retail Market System Development Plan.

In Scope

The scope of initiatives included within this Retail Market Systems Development Plan, includes initiatives where:

- There are requirements for a system upgrade or system resilience activity that impacts the retail market and/or the Central Market System.
- There is a known impact on the retail market design and/or the Central Market System.
- A regulatory decision, policy requirement, and/or legislative obligation has been provided with firm implementation timelines for delivery.
- A package of Market Change Requests (MCRs) has been agreed for delivery in accordance with established market governance processes[1].

Out of Scope

The following items are considered out of scope for inclusion within this systems development plan:

- Initiatives that do not impact the Central Market System or the retail market design;

  Where appropriate, reference may be made to initiatives that are not directly retail market systems impacting but will require support from ESB Networks and potentially Market Participants. For example, this could be new regulatory obligations on ESB Networks relating to customer affordability measures such as the Government Electricity Costs Emergency Benefit Scheme. These initiatives may arise as a priority, which could lead to the prioritisation of supporting work activities. While such initiatives may fall outside the primary scope of this plan, their potential impact on resource allocation and delivery priorities may require to be highlighted as this could impact another scheduled initiatives.

1 *Governance Documents* and *Retail Market Release Prioritisation Process*

- Supporting information on legislative or policy developments;

  This system development plan focuses on incorporating retail market design initiatives with market system impacts that have progressed following regulatory decisions or guidance, ensuring their inclusion and alignment with the relevant delivery timelines.

- Initiatives awaiting legislative or regulatory basis without firm implementation timelines;

  Future initiatives that have not yet progressed to a formal regulatory decision, policy or direction with implementation timeline are not included within this plan in detail and/or within the high-level timelines.

  The annual review process (referred to in Section 10 of this plan) will assess the maturity of emerging initiatives and determine whether they have advanced sufficiently to support their inclusion in detail within this plan and within the timeline plan in Section 6.

4. Approach for Including Initiatives

The initiatives included within this plan as well as any future initiatives, are driven by essential market system upgrades, system resilience activities, market releases required to implement approved MCRs and any EU or national regulatory decisions, policy requirements, and/or legislative obligations ESB Networks must implement. The approaches for managing these initiatives are highlighted below.

Market Design Changes

Market Design Changes are managed through the established retail market governance processes[1] and via the Industry Governance Group (IGG) [2]. The IGG oversees the ongoing operation of the retail electricity market and is chaired by the CRU and includes representatives from licensed electricity Suppliers, DSO, TSO, SEMO and relevant observers. RMDS acts as the secretariat for the IGG. IGG meetings are usually held monthly and alternate between in-person meetings and teleconferences.

Market Discussion Requests (MDRs) - Market Change Requests (MCRs)

IGG members can bring forward a request for new requirements or changes to the retail market design by means of a Market Discussion Request (MDR). The MDR is managed through the established change control processes[3] and may ultimately result in a Market Change Request (MCR) being approved by the IGG and the CRU. Approved MCRs are considered for prioritisation and may form part of a package for delivery as set out in the established market prioritisation and change control processes[4]. ESB Networks will deliver the market release in accordance with the agreed date set out.

1 *Governance Documents*
2 *IGG*
3 *Change Control Procedure*
4 *Retail Market Release Prioritisation Process*

EU or National Regulatory Decision, Policy Requirement, and/or Legislative Obligations

These decisions, requirements and obligations can drive change to the retail market systems, and/or retail market design. As set out earlier, any IGG member can bring an MDR to the IGG. Where the MDR relates to EU or national regulatory policy obligations, a regulatory decision, or direction (with firm timelines), would normally require Market Participants to progress the impact assessment on the market systems and associated processes. For ESB Networks, this would include the Central Market System and the retail market design, and implementation planning as per the timelines set out.

Essential Market System Upgrades and System Resilience Activities

These activities are undertaken by ESB Networks to ensure critical market systems remain operational and up to date, robust, supported and secure. ESB Networks will communicate any required upgrade to the IGG and provide regular updates at the monthly IGG meetings. An agenda item is added which includes details of the upgrade, timelines for implementation and roles and requirements for Market Participants to support (where required). Where relevant, cut-over and hyper-care plans will also be shared. Depending on the nature of the upgrade ESB Networks may obtain a Technical Contact and Business Contact from Market Participants and will communicate directly with these contacts in relation to the upgrade and tasks required to be completed by Market Participants.

Relevant material relating to in-progress upgrades is available on the RMDS website[1] or RMDS SharePoint.

1 *RMDS website*

5. Dependencies

In documenting initiatives within this Retail Market System Development Plan and during future annual reviews, there are several dependencies that influence the inclusion of initiatives. These dependencies include (but may not be limited to):

Legislation and policy decisions are expected to shape the need for future initiatives and their associated delivery timelines. The inclusion of these initiatives is dependent on confirmed decisions or regulatory direction as well as firm timelines for delivery.

Examples of this include the transposition of the EU Directive 2024/1711[1] into Irish legislation as well as a new regulatory framework.

Prioritisation will be required to manage the pace of change and the number of competing priorities as they emerge. In these instances, it will be necessary to undertake a holistic review of all the initiatives and prioritise the delivery of initiatives in consultation with the CRU and any other relevant bodies with consideration for the established industry governance processes as required. Consideration will also need to be given to any changes arising from the wholesale market that may impact the retail market and retail market design.

Nature of changes will need to be carefully considered in terms of delivery and approaches. It is ESB Networks view that designing and planning for the range of future changes expected should be progressed holistically. As previously mentioned, ESB Networks believes that transformational changes required cannot be layered on to the existing retail market design without introducing significant delivery and operational risks. Future market design may therefore provide an opportunity to simplify systems and processes, and to fully utilise the smart metering infrastructure.

Other dependencies may arise within the course of this five-year plan which are yet to be known and therefore are not captured at this juncture. Any emerging dependencies will be considered for inclusion via the annual review of this plan.

1 *Directive - EU - 2024/1711 - EN - EUR-Lex*

6. High Level Plans for 2026 – 2030

ESB Networks secured funding through its PR6 submission to support the development of the retail market, including the upgrade for the Retail Market Messaging Solution (RMMS), the S/4 HANA upgrade and to support future initiatives that will arise from the Clean Energy Package, Climate Action Plan, and any other EU requirements.

ESB Networks has identified initiatives and activities that are currently known using the approach set out in Section 4 of this plan (Section 4 Approach for Including Initiatives), duly noting that additional items are expected to emerge over the next number of years. It is also important to note that there will be initiatives that remain undefined in direction at a national level at this juncture. For initiatives that have firm timelines, these are included below in Section 6.6.

Future updates over the duration of this five-year plan may be influenced by other developments or changes, for example, future system upgrades not yet known, or the introduction of new technologies or systems due to evolving technological landscapes, for example, the 2026 TIBCO HUB and EMMA Upgrade is applying the latest version of support to components where extended support is no longer available.

Evolving technical landscapes may also shape changes to existing third party vendor offerings and support models that ESB Networks procure services from, as well as a need for the introduction of new vendors and systems, or changes to existing arrangements. An example of this could be the cessation of a third-party vendor service or product used by ESB Networks and a new solution needs to be procured. These factors have the capability to alter the existing market systems landscape and associated supports. Any emerging items will be incorporated via the annual review of this plan.

Additional factors include prospective European and national policy developments that, at the time of publishing this plan, have not yet been published or, where applicable, transposed into national legislation. This may result in the addition of new items, changes to known items and potentially the requirement of a prioritisation exercise, should there be a number of competing priorities that will create conflicts for ESB Networks work plans for planning, implementation and delivery.

6.1 Regulatory Drivers

Regulatory drivers can also drive the need for change to the retail market design. This may be as a result of new or amended EU or national legislation, new or amended regulatory policies or directions. ESB Networks may be required to carry out impact assessments to evaluate impact on the retail market design. Any changes that are identified as retail market design impacting will be documented in a Market Discussion Request (MDR) and brought through the established Retail Market Design Change Control Process[1].

1 *Change Control Procedure*

Additionally, suppliers or the CRU may require changes to the market design to support supplier obligations set out in the Electricity and Gas Suppliers' Handbook[1]. Should this occur, either a supplier or the CRU can raise a Market Discussion Request (MDR) for discussion at IGG.

Regulatory initiatives that are currently under consideration by the CRU are not specifically covered within this Retail Market System Development plan at this juncture. The annual review of this plan will reflect and accommodate relevant updates within this space. As outlined before, examples of this include energy sharing, multiple supply contracts, changes to the Supplier of Last Resort (SoLR) Framework, enduring arrangements for Microgeneration and enduring arrangements for DSO connected commercial storage[2].

6.1.1 Electricity Market Directive Anticipatory Foundation Work

This workstream involves reviewing the activities ESB Networks will be required to undertake in support of the implementation of the Electricity Market Directive (EMD). This work will help ensure that the Central Market System is positioned to accommodate emerging market requirements and regulatory decisions, including assessing how new initiatives affect system capabilities as they arise. For example, it will examine the transformation required to move from the current one-to-one supply contract model to the one-to-many relationships that customers may have with existing or new types of Market Participants. This EMD Anticipatory Foundation workstream is included within the high-level timeline below in Section 6.6.

6.1.2 Sharing of MEC (Hybrid)

The CRU published their decision in April 2026 to implement a policy on the sharing of Maximum Export Capacity behind a single connection point for onshore electricity generation/storage projects[3].

Part of this policy decision requires ESB Networks and EirGrid to prepare and publish an Implementation Roadmap. An industry webinar was hosted by EirGrid and ESB Networks in June 2026 to review the Implementation Roadmap, which will also be available on the ESB Networks website. Relevant updates will be provided at the IGG meetings.

ESB Networks tasks for this initiative are included within the timelines below in section 6.6. An impact assessment on the retail market design is currently in progress.

Future consideration will also be required around the enduring arrangements for DSO connected commercial storage.

1 *Energy Customer Rights | CRU.ie*

2 *The development of an enduring solution requires significant system and market design changes supported by CRU policy. An enduring solution will replace the interim arrangement as documented here: WP0029 Application of the PSO to Commercial Storage & MCR1214 Interim Metering Responsibilities for DSO Connected Battery Storage*

3 *CRU202643_Sharing_of_MEC_Decision_Paper.pdf*

6.2 Market Releases

Market Releases implement Market Change Requests (MCRs) that have been approved and prioritised by the IGG. MCRs can be schema impacting or non-schema impacting[1] and are typically implemented through a release package which has been prioritised through the established Retail Market Release Prioritisation Process[2]. In the case of an urgent or essential MCR, its implementation may be planned with the agreement of the CRU outside of a Retail Market Release Prioritisation Process as described in the Change Control Process for the retail market.

A list of all approved MCRs as well as their status is maintained and published by RMDS on the RMDS website[3].

To mitigate risks to ensure successful delivery of the S/4 HANA Utilities upgrade project, changes should be kept to a minimum. Only fast-tracked, essential, and high-priority Market Change Requests (MCRs) will be considered for implementation during the period of the upgrade.

Minor Market Releases accommodate MCRs that apply for amendments to existing market design or creation of new market documents which are non-schema impacting as well as correcting non-conformance in the market design.

RMDS has scheduled a Minor Market Release (V14.5) for late Q3 2026. Details of this will be communicated by RMDS at the IGG.

6.3 System Upgrades

ESB Networks adopts a "get current, stay current" approach to its technology estate, ensuring that core market systems and associated components are regularly upgraded to supported software versions to maintain security, resilience, and vendor support.

These upgrades are essential to maintain the continuous operation of the market systems that underpin the retail market operations. By keeping systems current and within third-party vendor supported versions, ESB Networks can better protect critical services against cyber threats and operational risks.

Upgrade requirements are reviewed on an ongoing basis and when required, in consultation with the third-party vendors that provide support for the relevant systems. i.e. third-party vendors such as TIBCO or SAP. This includes recommendations on upgrades or enhancements to ensure the continued stability, security, and supportability of the market systems.

This plan captures high level timelines for known upgrades, and as future upgrades and associated dates become firm, these will be included via the annual review of this plan. ESB Networks will engage vendors for guidance as necessary and, where feasible, will leverage extended support arrangements or alternative solutions to effectively maintain relevant systems, thereby minimising the requirement for upgrades.

1 *The Market Schema is the agreed structure and format of data exchanged within the electricity retail market. Refer to Market Schema Guide*
2 *Retail Market Release Prioritisation Process*
3 *Market Change Requests*

ESB Networks shares regular updates on upgrades at the monthly IGG as well as with nominated technical and business representatives when relevant. Any tasks required to be completed by Market Participants to support the upgrade, cut-over plans including outage periods, and the approach to hyper-care is provided to Market Participants for relevant system upgrades.

Where relevant, ESB Networks will engage with the Market Assurance Body in relation to market assurance requirements relating to an upgrade as set out in the Market Change Assurance Approach process detailed in the Market Change Assurance Strategy[1].

A 'lessons learned' review may also be completed following a systems upgrade, and any identified improvements will be incorporated, and where relevant applied to future upgrades. For example, performance testing with Market Participants has been included in the TIBCO Hub and EMMA Upgrade 2026 project. This performance testing was identified as a key enhancement following the TIBCO Upgrade Project 2025 to help mitigate issues encountered in that project.

6.3.1 TIBCO Hub & EMMA (Electricity Market Message Application) Upgrade

The TIBCO[2] Hub is an integral part of the Retail Market Messaging Solution, maintained and operated by ESB Networks to support the retail market and the critical interactions between Market Participants and ESB Networks via retail market message exchanges.

The majority of Market Participants use an application called an EMMA (Electricity Market Message Application) to send and receive market messages in a secure and reliable manner with ESB Networks.

Specific components of the TIBCO Hub are required to be upgraded to ensure the on-going support of the TIBCO solution. These upgrades are also utilising the availability of long-term support from the vendor (TIBCO), which adds benefits for Market Participants by reducing the frequency of future upgrades required on these components.

As part of this upgrade project, Market Participants are required to carry out two prerequisite upgrades to their test EMMA and production EMMA servers.

ESB Networks has engaged directly with Market Participants nominated technical and business contacts with regular updates also being provided at the monthly IGG.

ESB Networks introduced a new approach in 2026 for the TIBCO Hub upgrade project, by introducing performance testing with a subset of Market Participants which was instigated as an improvement recommendation from a review of the previous TIBCO upgrade in 2025. This testing allows ESB Networks to assess system performance under production scale market message volumes, thereby reducing the risk of issues similar to those encountered following the 2025 Upgrade Project. This updated approach has been included in the TIBCO Hub and EMMA Upgrade Project 2026 Market Approach document which is available on the RMDS Sharepoint, it has also been circulated via RMDS to Market Participant nominated technical and business contacts.

This project duration is approximately 11 months; it commenced in December 2025 and is anticipated to be complete in late October 2026.

1 *Market Change Assurance Strategy*
2 *TIBCO is the third party vendor that provides the software platform which supports these interactions*

6.3.2 AMI System Upgrades

Alongside monthly security related upgrades, it is expected that two AMI upgrades are required annually to ensure systems remain robust, supported and maintained to enable continuous operation. These upgrades are expected to be undertaken in half one and half two of each year.

Q1 2026 AMI Upgrade
An essential upgrade took place to components of the AMI systems in March 2026, to ensure the ongoing robustness and support of the systems.

Q4 2026 AMI Upgrade
An additional upgrade and release for the AMI systems is planned for Q4 2026, incorporating enhancements such as additional validation to identify unusual interval data anomalies and the enabling of the P1 Port functionality[1] on smart meters, as well as essential upgrade activities that are required to ensure ongoing operations of the system. Cut over for this upgrade is planned for late October. Communications will be managed through the established communication channel via RMDS emails to nominated representatives as well as briefings via the agenda item updates at IGG meetings which will include all relevant information for Market Participants.

Following on from the AMI March incident after the Q1 2026 AMI Upgrade, any relevant lessons learned identified after the review of this issue will be applied ahead of Q4 2026 AMI upgrade, as well as any other future upgrades.

As part of the implementation of lessons learned, a validation to identify significant "spikes" in half-hourly interval values will be delivered as part of the upgrade.

6.3.3 Retail Market Participant Extranet Upgrade (Access System)

ESB Networks provide Access Systems[2] for Market Participants to support their retail market operation activities.

An upgrade is required to the Retail Market Participant (RMP) Extranet. ESB Networks are currently reviewing upgrade requirements to ensure the on-going support of the Retail Market Participant Extranet which is anticipated to be delivered in late Q1/early Q2 2027. Whilst this is not a Central Market System, upgrades required may impact on the availability of this system during the cut-over period.

The annual review of this plan will provide clarification on the requirements, associated timelines and impacts for Market Participants. Relevant updates will also be communicated at the IGG.

1 *P1 Port is a communication interface which will allow customers (with smart meters) access near real-time information.*

2 *Access Systems means the Retail Market Participant (RMP) Extranet, the SFTS and the MPRN Enquiry Web Service*

6.4 System Resilience

These system resilience activities include the regular system maintenance activities, service continuity site switching, security patching and any other housekeeping activities to ensure market systems are current, robust, supported, secure, maintained and to protect systems and services in an evolving climate of cyber threats. Activities are also reviewed and implemented in consultation with third party vendors and their recommendations.

Dates for some of these activities are published and communicated by RMDS for Market Participant awareness. Dates for some system resilience activities may not be provided in this plan for those tasks deemed sensitive in nature. If there are outages required or impacts on Market Participants, an email notification will be shared with the nominated representatives via RMDS.

The high-level timeline plan further below in Section 6.6 includes an entry for system resilience, which represents the collective regular ongoing system resilience activities undertaken by ESB Networks.

6.4.1 System Patching

System patching (cyber security and regular housekeeping) takes place on a scheduled basis for the Central Market System, the TIBCO Hub and the AMI systems. The dates and additional information to support Market Participants to plan around these activities are published and maintained via an online outages calendar[1] hosted on the RMDS website. Reminders are also communicated at IGG meetings and via emails from RMDS to the nominated Market Participant contacts.

6.4.2 Service Continuity Site Switching

Service continuity site switching activities take place to test the continuity of services when switched to an alternating site. This activity is undertaken to ensure the continuity and ongoing operations of the market systems should a real life scenario occur that requires this switch.

Disaster recovery testing has also taken place in recent years with the third-party vendor that provides the Keypad Pay As You Go (PAYG) system and services. ESB Networks and the relevant Market Participants that use this Keypad PAYG system are required to partake in this disaster recovery test performed and managed by the vendor. Dates for these activities are at the direction of the third-party vendor.

6.4.3 Certificate Renewals

SSL Digital Certificates

TIBCO requires that each Market Participant uses SSL Digital Certificates. These certificates require to be renewed by ESB Networks and Market Participants periodically. Renewal reminders are issued directly to each Market Participant on the expiry date based on when they last renewed their certificate. Each Market Participant including ESB Networks is responsible for ensuring their certificates are renewed within the required timeframe. Changes to certificate renewal periods have been indicated to Market Participants at IGG meetings throughout 2026.

1 *RMDS Calendar*

ESB Networks is responsible for maintaining and renewing a range of other digital certificates that support secure operations. In most cases, market operations are not impacted by these renewals as ESB Networks endeavors for minimal impact on market operations and Market Participants by utilising planned housekeeping windows.

In the event that ESB Networks requires a planned outage to facilitate the renewal of an essential certificate or to carry out essential maintenance activities, this will be communicated via email notification from RMDS to Market Participants nominated contacts.

Secret Key Renewals - MPRN Enquiry Web Service API
The MPRN Enquiry Web Service is one of the Access Systems provided by ESB Networks for Market Participants to support their activities with customer switching etc.

Secret keys are generated and managed by ESB Networks on an annual basis to support the secure operation of this service. Updated key details are provided to each Market Participant annually. To ensure uninterrupted and secure access, Market Participants are responsible for implementing the updated key provided to them by ESB Networks in both the test and production environments within the required timeframe.

6.4.4 Summary of System Resilience Activities

Activity	Frequency	Notification of Activity
ESB Networks TIBCO HUB System Patching	Approx. once per month or as per vendor recommendations	RMDS Calendar RMDS Update at IGG meetings Email communication from RMDS
ESB Networks Central Market System patching	Approx. once per month or as per vendor recommendations	RMDS Calendar RMDS Update at IGG meetings Email communication from RMDS
ESB Networks AMI Systems Patching	Approx. once per month or as per vendor recommendations	RMDS Calendar RMDS Update at IGG meetings Email communication from RMDS
ESB Networks Secret Key Renewals for MPRN Enquiry Web Service API	New secret keys generated annually for Market Participants: Q2 - renewal on production access Q3 - renewal on test access	Separate email communication from RMDS to each Market Participant.
SSL Digital Certificates	Requirement for all Market Participants to ensure SSL digital certificates are renewed in line with the appropriate timelines.	Individual reminders issued directly to each Market Participant. Reminders at various IGG meetings.
ESB Networks site switching: SAP IS-U	Approx. every 12-18 months	Notification email from RMDS where relevant.
ESB Networks site switching: TIBCO Hub	Approx. every 12-18 months	Notification email from RMDS where relevant.
ESB Networks site switching - AMI Systems	Approx. every 12-18 months	Notification email from RMDS where relevant.
Secure Meters Disaster Recovery test	As per instruction issued by the third-party vendor.	Notifications from the third-party vendor to Market Participants.

6.5 Enabling IT

These are key strategic enablers for the future retail market transformation and to support both existing Market Participants and new entrants. ESB Networks will continue to review these needs, with any resulting updates incorporated into this plan via the annual review, subject to governance approvals and the inclusion of initiatives that will drive the transformation required.

6.5.1 S/4 HANA Utilities Upgrade Project

This is an extensive, large scale and critical project for the upgrade of the ESB Networks SAP IS-U Central Market System to S/4 HANA Utilities. The migration to S/4 HANA from SAP IS-U is essential to provide a long term supported platform as SAP IS-U will move out of extended support in 2030. As well as ensuring the Central Market System is fully supported and operational, the new S/4 HANA platform will also provide a robust foundation to support anticipated future market requirements such as enduring microgeneration, energy sharing and multiple supply contracts. Upgrades to associated hardware are also required as part of this S/4 HANA Utilities upgrade project.

Given the scale, complexity and phases of delivery, this upgrade requires careful, controlled and disciplined management. To mitigate risk and ensure successful delivery, any changes during the critical phases of this project should be kept to a minimum.

Cut-over plans for implementation will be communicated at IGG meetings, as well as any impact and roles for Market Participants within this project as it progresses in 2027. This extensive project began in late Q1-2026 and is expected to be completed in Q4-2027.

Other elements of upgrades to SAP components will be required beyond 2027 and where relevant, will be incorporated into this plan in future annual reviews.

6.5.2 Retail Market Messaging Solution (RMMS)

ESB Networks secured funding under PR6 to upgrade the Retail Market Messaging Solution, to ensure it remains capable of supporting evolving market requirements, increasing operational demands, and emerging regulatory obligations. This initiative provides an opportunity to modernise the underlying architecture, enhance system resilience, and enable future market developments, including energy sharing and multiple supply contracts, while ensuring the continued reliability and continuity of market operations.

Further information on this initiative will be provided via the annual review process as the initiative continues to develop. ESB Networks will also engage with Market Participants through the IGG as the initiative progresses and requirements and timelines are further developed. This engagement will ensure that external stakeholders are kept informed of relevant requirements, impacts, and implementation considerations.

6.5.3 Operational Improvements

Opportunities for operational improvements will be considered throughout the duration of this plan. ESB Networks may implement enhancements to maintain the reliability, robustness, and security of its systems. In addition, further improvements may be introduced to strengthen system upgrade approaches, enhance ongoing support and maintenance of market systems, and improve overall efficiency, reliability, and service delivery where possible.

These activities support the ongoing stability and security of critical systems, while enabling continuous improvement in how services are managed and delivered.

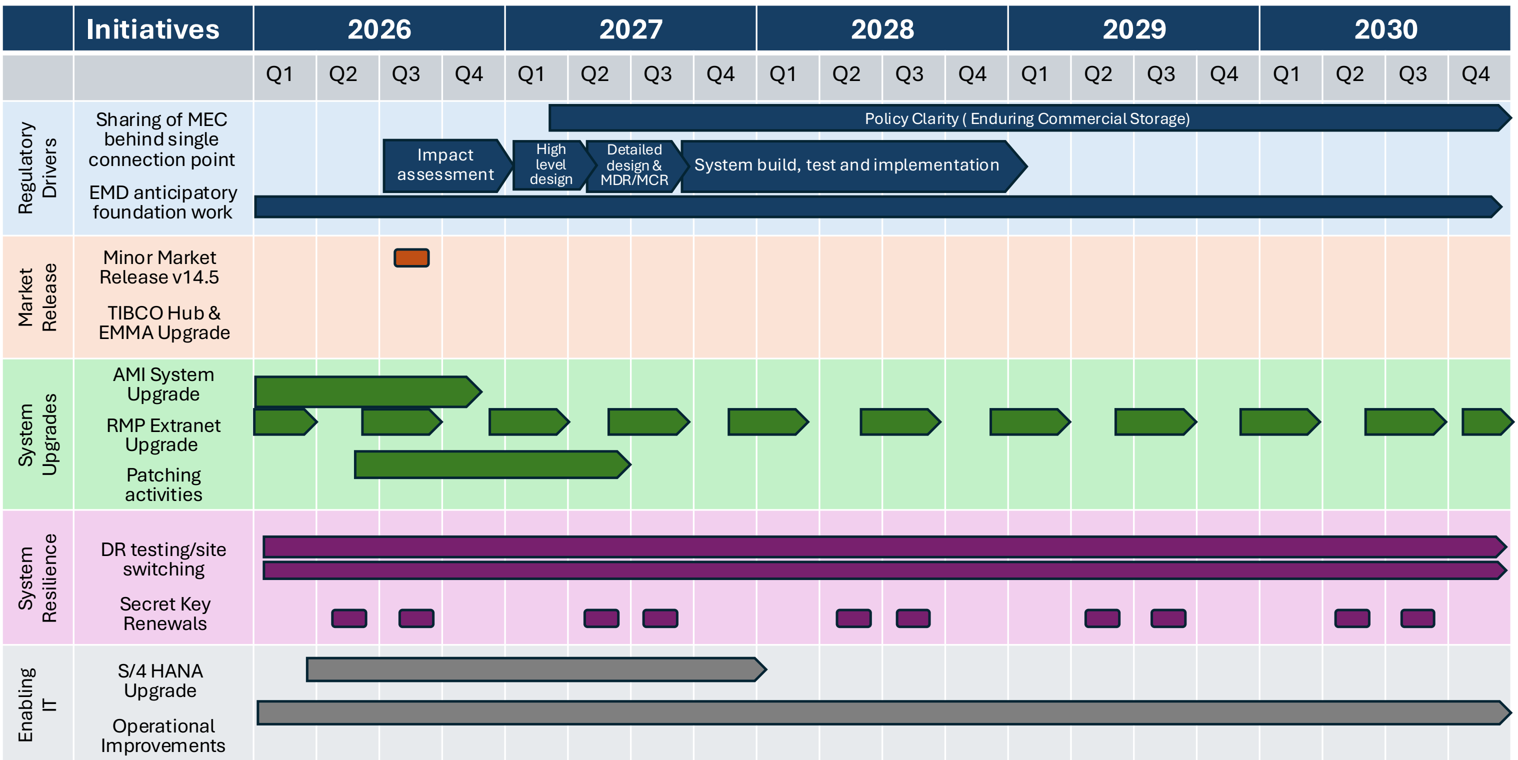
Examples of this are recommendations from the 2026 AMI March incident review and the additional testing approach with Market Participants that was introduced in the 2026 TIBCO HUB & EMMA Upgrade project, which was identified as a recommendation following a lessons learned review of the 2025 Tibco Upgrade project.

6.6 High Level Timeline Plans

There are a number of initiatives that are not yet captured within this plan, however as they evolve and timelines are firm, these initiatives will be added to this plan via the annual review process.

Examples of this include energy sharing, multiple supply contracts, enduring microgeneration, the RMMS upgrade project, any changes as a result of the CRU SoLR framework consultation decision and future system upgrades.

2026-2030 Retail Market System Development Plan



Note: this 5-year plan will be reviewed annually and updated as more information becomes available.

7. Incident Management & Learnings

ESB Networks recognise that, despite robust systems and controls, IT incidents arise from time to time which, depending on the nature of the incident, may have significant impacts on Market Participants and customers. For example, the AMI data processing incident following the Q1 2026 AMI systems upgrade that took place in March 2026. When issues occur, ESB Networks prioritises rapid investigation and resolution to restore services promptly and reduce disruption.

Engagement and communication between ESB Networks and Market Participants regarding incidents are managed via RMDS, primarily through email notifications during the incident and discussions at IGG forums, ensuring that all stakeholders are kept informed. Where necessary one-to-one engagements may also take place with Market Participants.

ESB Networks have a recurring agenda item at the monthly IGG meetings which captures any market system issues on a rolling 3-month basis. Separate agenda items for specific system issues are also presented to the IGG for briefing and discussion. Following any system issue, ESB Networks conducts a review and captures key learnings. Any identified improvements are then implemented to enhance system performance, resilience, and future incident management processes.

8. Drivers For Future Change

Legislation and Regulatory
Initiatives arising from any new government requirements to address affordability measures or the implementation of the EU Network Code on Demand Response[1] may also give rise to additional information requirements for the Central Market System. These requirements will be assessed and progressed as the regulatory framework develops.

Cyber Security
As previously noted in Section 6 (System Resilience), ESB Networks undertakes a range of activities to support the resilience and security of market systems and services in response to an evolving cyber threat landscape. ESB Networks will continue to monitor this area for any new requirements arising from the introduction of additional systems and services by means of cyber initiatives, this may also include any requirements resulting from the NIS2 directive (Directive EU 2022/2555)[2].

1 *ACER_Recommendation_01-2025_DR_NC-Annex1a_Amended_ENTSO-E_EU_DSO_Entity_proposal.pdf, ACER Recommendation 01/2025 - Demand Response Network Code*

2 *NIS2 is the European Union's Network and Information Security Directive aimed at strengthening cybersecurity across critical sectors and essential services.*

9. Supporting Documentation

The following documents were considered as part of the development and alignment of the Retail Market System Development Plan 2026 - 2030. They also serve as key reference materials from both regulatory and governance perspectives, as referenced throughout this plan:

- ESB Networks Price Review 6 Business Plan
- ESB Networks DMSO Blueprint and Roadmaps
- National Energy Demand Strategy
- Electricity Market Directive (2019/944)
- National Smart Metering (NSMP)
- RMDS Governance and Change Control Processes
- RMDS Governance Documents

CRU Policy Decisions and other documents (which include but are not limited to):

- CRU Work Plan (2024 and 2026)
- CRU strategic plan 2025 – 2027
- CRU Sharing of Maximum Export Capacity (MEC) Decision Paper
- Review of the Supplier of Last Resort Framework
- CRU Call for Evidence on Protecting and Supporting Customers Facing Sustained High Energy Prices
- Call for Evidence on Energy Sharing & Multiple Supply Contracts

10. Annual Review

The Retail Market System Development Plan is based on ESB Networks' understanding of known and anticipated requirements at the time of submitting this plan to the CRU for approval. This plan will be reviewed annually to incorporate any feedback from Market Participants and to capture previously unknown and(or) new requirements, new initiatives, and any updates or firm delivery timelines to anticipated initiatives in line with the scope for including initiatives as detailed earlier in Section 3 (Retail Market System Development Plan Scope).

Ongoing alignment will be maintained via the annual review process, together with considerations for relevant publications, regulatory or policy decisions and any directions that arise throughout this plan which ESB Networks is obligated to implement.

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